



**SUBMISSION UNDER 37 C.F.R. § 1.114**  
**EXPEDITED PROCEDURE – Art Unit 2122**  
Attorney Docket No. 38481-8517US01

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**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN RE APPLICATION OF: JOHN L. COKER *ET AL.*  
APPLICATION No.: 09/866,878  
FILED: MAY 30, 2001  
FOR: **SYSTEM AND METHOD FOR SMART  
SCRIPTING CALL CENTERS AND  
CONFIGURATION THEREOF**

EXAMINER: HOANG VU-A  
NGUYEN-BA  
ART UNIT: 2122  
CONF. No: 4488

#14/C  
J. Carlton  
4-9-03

**RECEIVED**

**Submission Under 37 C.F.R. § 1.114**

APR 08 2003

Box AF  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Technology Center 2100

Sir:

The present communication responds to the Office Action dated January 8, 2003, in the above-identified application. Please amend the application as follows.

**In the Claims:**

Claims 1-31 have been canceled. Claims 32-42 have been added. Following is a complete listing of the claims pending in the application, as amended:

1-31. (Canceled)

32. (New) One or more computer memories collectively containing a data structure for guiding interactions with a respondent, the data structure existing before interactions with the respondent commence, comprising:

a plurality of question substructures, each question substructure:  
being identified by a question substructure identifier,  
specifying a question to be asked of the respondent, and